

Customer Update

4 August 2022



Season operating mode & supplementary access

Murray Irrigation has successfully completed the transition out of Winter Operations and will commence Regular Operations from Friday 5 August.

The current DPIE supplementary event has enabled us to utilise our supplementary licence to refill the system.

Regular Operations will commence under Mode Three – Normal.

What does Mode Three mean for customers?

- Channels operated at full supply height where orders are placed, or future orders are known
- Water orders delivered within 1 day (subject to the 4-day advance constraints)
- Online ordering system will automatically offer the next available time

Supplementary access for customers

- Following DPIE's extension of the supplementary event until 10 August, customers will be able to access supplementary water from 7.00am Friday 5 August until 7.00am Wednesday 10 August.
- Customers can place an order now via the [Customer Portal](#)
- If the supplementary event is further extended by DPIE customers will be notified via SMS
- There may be some delay for customers towards the end of the Northern, Mallan (near Moulamein) and Berrigan extension (near Jerilderie) channels until Monday to access supplementary water. Customers in these areas are asked to place orders and the Customer Operations team will work with you to satisfy the orders as soon as possible.

2022/23 Season Operating Plan

The Season Operating Plan in conjunction with the Customer Charter form Murray Irrigations' commitment to customers and describe the service levels for customers.

The **2022/23 Season Operating Plan** is now available on our website and includes information on the:

- 12-month Irrigation Cycle
- Regular Operations Mode
- Winter Operations Mode
- Three year planned maintenance strategy

If you require further information, please contact Customer Operations T. 1300 138 265